

2011 EVS Action Plan				
<b>Program Improvement Initiative: #24</b> In my work unit, differences in performance are recognized in a meaningful way.				
Describe the barrier, problem, or deficiency being addressed: Employees have the perception that different levels of performance are equally recognized.				
Describe what is causing the barrier/problem (i.e., What is the cause?): Inconsistent application of performance based awards. Employees' perceptions that they are performing better than their co-workers and should be rewarded accordingly.				
Define success or the desired outcome upon completion of action steps below, including any measures you plan to use to indicate success (be specific): The desired outcome is to improve the Department's performance culture upon completion of the action steps below. Improvements will be indicated through the comments received from the performance management training of both the supervisors and employees. In addition, next year's survey results should reflect an improvement of at least 2 percent to this question in the results of the next EVS.				
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Action Steps				
Actions to be Taken	Key Deliverables/Output	Start Date/ End Date	Responsible Party (Parties)	Budget, Resources, and Approvals Needed
1. Obtain the commitment from senior management at the local site office and work with the budget officer to establish award pool amounts to be used at the sole discretion of the manager and/or supervisor for recognition of their employees.	1. The establishment of local site office specific awards program in addition to the annual performance award program.	1. October 2010/ Ongoing	1. Human Resource Directors complex-wide.	1. Local site office funding.
2. Encourage managers and supervisors to use available Department awards to reward employees at each local site office.	2. Provide managers and supervisors a desk reference on the employee performance management and employee recognition programs.	2. October 2010/ Ongoing	2. CHCO	2. CHCO
3. Improve employee knowledge of the performance	3. Provide employees a desk			

and recognition programs	reference on the employee performance management and recognition programs.	3. October 2010/ Ongoing	3. CHCO	3. CHCO
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<b>Actions Taken Over the Past Year</b>	<b>Key Deliverables/Output</b>	<b>Start Date/ End Date</b>
1. Promoted a results-focus performance based culture.	1. Department-wide training on writing results-focused and measurable (SMART) critical elements to aid in differentiating between levels of performance was developed and delivered throughout the Department. Supervisors were provided training guides and training was posted on the Departmental element's intranet websites for future reference.  Group and One-on-One SMART training sessions were provided to supervisors prior to the beginning of the performance cycle.	1. November 2008/Ongoing  September 2009/Ongoing
2. Created workgroups comprised of supervisors to evaluate Awards Recognition and Performance Management.	2. Working groups were developed to brainstorm on the possibilities and outcome of establishing action plans for equitable, consistent, and meaningful performance management, recognition, and awards distribution.	2. October 2009/Ongoing
3. Improved employee knowledge of performance and recognition.	3. Various Departmental elements conducted informal briefings with employees to discuss the rating process and the different types of recognition available for performance.	3. September 2009/Ongoing